

ATTACHMENT A:  
SUMTER COUNTY TDCB MEETING MINUTES  
AUGUST 30, 2021



**AGENDA**  
**SUMTER COUNTY**  
**TRANSPORTATION DISADVANTAGED COORDINATING BOARD**  
**Minutes – August 30, 2021**  
**1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

**Members Present**

Craig Estep, Chairman  
Jo Santiago  
Kimberly Mummey  
Sally Moss  
Sandra Woodard  
Ivonne Perez  
Gustavo Henriquez  
Chantel Buck

**Representing**

Lake~Sumter MPO  
FDOT  
Dept. of Children & Families  
Public Education/Sumter County Schools  
FL Association CAA/Economically Disadvantaged  
Florida Agency for Health Care Administration  
Regional Workforce Development Board  
Technical Advisor

**Members Absent**

Jessie Riddle  
Dominick Nati  
Nora Hanzez  
Jose Lopez  
Bonnie Cowie  
Mat Kline  
Steve Homan  
Barney Johnson  
Thomas Chase, Vice Chair

**Representing**

Vocational Rehabilitation/Dept. of Education  
Veterans Service Office Representing Veterans  
Persons Over 60, representing elderly  
Citizens Advocate  
Citizen Advocate/User of the System  
Children at Risk  
FL Department of Elder Affairs  
Local Private for-Profit Transportation  
Medical Community

**Staff Present**

Michael Woods  
Doris LeMay

**Representing**

Lake~Sumter MPO  
Lake~Sumter MPO

**CALL TO ORDER**

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:00 p.m. by Chair Craig Estep. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (8 Voting Members)

**I. AGENDA UPDATE**

None

**II. OPPORTUNITY FOR PUBLIC COMMENT** (on agenda items or general comments)

None

**III. CONSENT ITEMS**

- A. Approval of the June 7, 2021, Meeting Minutes
- B. Approval of the June 7, 2021, 2021 Annual Public Hearing Meeting Minutes
- C. Review and Approval of the MPO's Sumter County Transportation Disadvantaged

*On a motion by Jo Santiago seconded by Chantel Buck and carried unanimously by a Vote of 8-0, the Board approved Items A through C of the consent agenda as presented.*

**IV. ACTION ITEMS:**

- A. Review and Approval of the Sumter County CTC Annual Operating Report (AOR)  
Keith Stevenson provided a brief update on the SC CTC Annual Operating Report

*On a motion by Jo Santiago seconded by Sally Moss and carried unanimously by a Vote of 8-0, the Board approved the Sumter County CTC Annual Operating Report as Presented.*

- B. Approval of Sumter County Annual Actual Budget Expenditures Report (AER).  
Keith Stevenson provided a brief overview of the SC Annual Budget Expenditures Report (AER).

*On a motion by Jo Santiago seconded by Sandra Woodard and carried unanimously by a Vote of 8-0, the Board approved the Sumter County Annual Budget Expenditures Report (AER) As presented.*

- C. CTC Evaluation for FY 19-20  
Laura Minns provided a brief overview of the CTC Evaluation for FY 19-20.

*On a motion by Sally Moss seconded by Jo Santiago and carried unanimously by a Vote of 8-0, the Board approved the CTC Evaluation for FY 19-20 as presented.*

- D. Subcommittee Annual Appointments
  - a. The Grievance Subcommittee consists of five members: Jo Santiago, Sandra Woodard, Ivonne Perez, Steve Homan, and Bonnie Cowie
  - b. The bylaws Subcommittee consist of three members: Bonnie Cowie, Sandra Woodard, and Thomas Chase.
  - c. The CTC Evaluation Subcommittee consists of three members: Bonnie Cowie, Jos Santiago, and Thomas Chase.

*On a motion by Sandra Woodard seconded by Jo Santiago and carried unanimously by a Vote of 8-0, the Board approved the three subcommittee annual appointments as presented above.*

**V. DISCUSSION ITEMS:**

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Change Approval Date of Annual TDCB Meeting Calendar – Michael Woods
- C. Example Service Animal Policy- Michael Woods
- D. Upcoming Conferences/meetings – Michael Woods

**VI. REPORTS**

- A. FDOT – Jo Santiago
- B. Sumter County Transit - Keith Stevenson
- C. MTM Transit – None
- D. Lake~Sumter MPO – Michael Woods

**VII. BOARD MEMBER COMMENTS –**

None

**VIII. ADJOURNMENT**

There being no further business to discuss, the meeting adjourned at 2:33 p.m.  
Jo Santiago made a motion to adjourn, seconded by Chantel Buck

**IX. NEXT MEETING:** November 8, 2021 @ 2:00 PM

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Chair Craig Estep

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Date

ATTACHMENT B:  
GRIEVANCE PROCEDURES

# **GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

## **ARTICLE I: PREAMBLE**

The following sets forth the grievance procedures of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

## **ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP**

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Sumter County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

## **ARTICLE III: DEFINITIONS**

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Sumter County Board of County Commissioners serves as the CTC for Sumter County.
2. *Formal Grievance*: A formal grievance is a **written complaint** to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged Program services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include but are not limited to:
  - a. Chronic or recurring or unresolved Service Complaints.
  - b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2

- of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
  - c. Contract disputes (Agencies/Operators).
  - d. Bidding disputes.
  - e. Agency compliance.
  - f. Conflicts of interest.
  - g. Supplanting of funds.
  - h. Billing and/or accounting procedure violation.
  - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
  - b. No-show by Transportation Operator.
  - c. No-show by client.
  - d. Client Behavior.
  - e. Driver Behavior.
  - f. Passenger discomfort.
  - g. Refusal of service to client for any reason.

#### **ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES**

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake~Sumter Metropolitan Planning Organization  
Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee  
300 Citizens Boulevard, Suite 175  
Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

Section 3: Grievances Before and Appeals to the TDCB: The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged/: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at [www.fdot.gov/ctd](http://www.fdot.gov/ctd).

#### **ARTICLE V: SCHEDULED MEETINGS**

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

#### **ARTICLE VI: RECORDS RETENTION**

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

#### **ARTICLE VII: AMENDMENTS**

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

#### **ARTICLE VIII: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 12th day of March 2019.

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Don Burgess, Chair  
Sumter County  
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT GRIEVANCE FORM

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Other Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Grievance: \_\_\_\_\_ Approximate Time: \_\_\_\_\_

Are you filing this grievance on your own behalf? \_\_\_\_\_

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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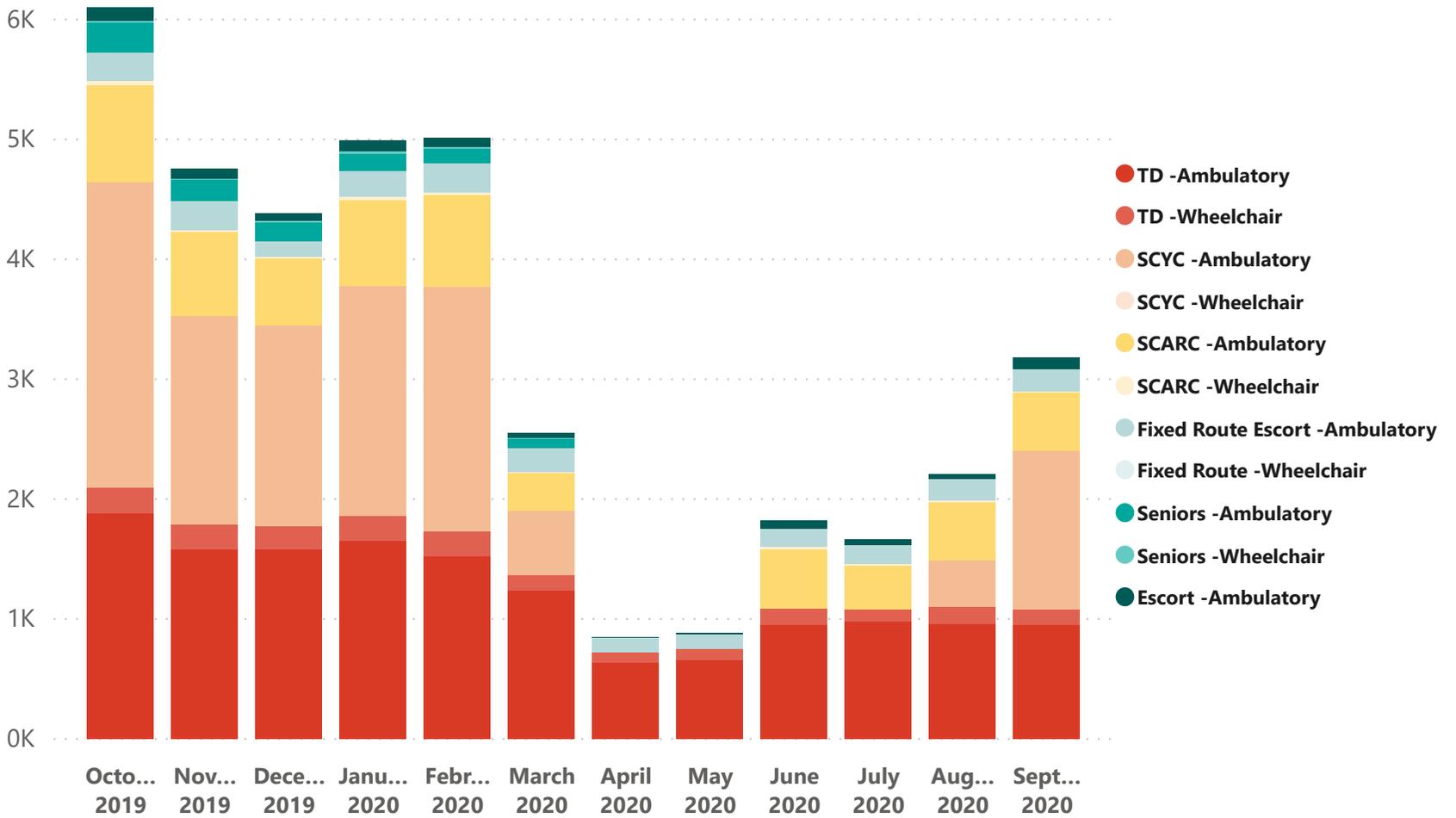
**Below to be Filled out by Sumter County Transit:**

Report Received By: \_\_\_\_\_ Date: \_\_\_\_\_

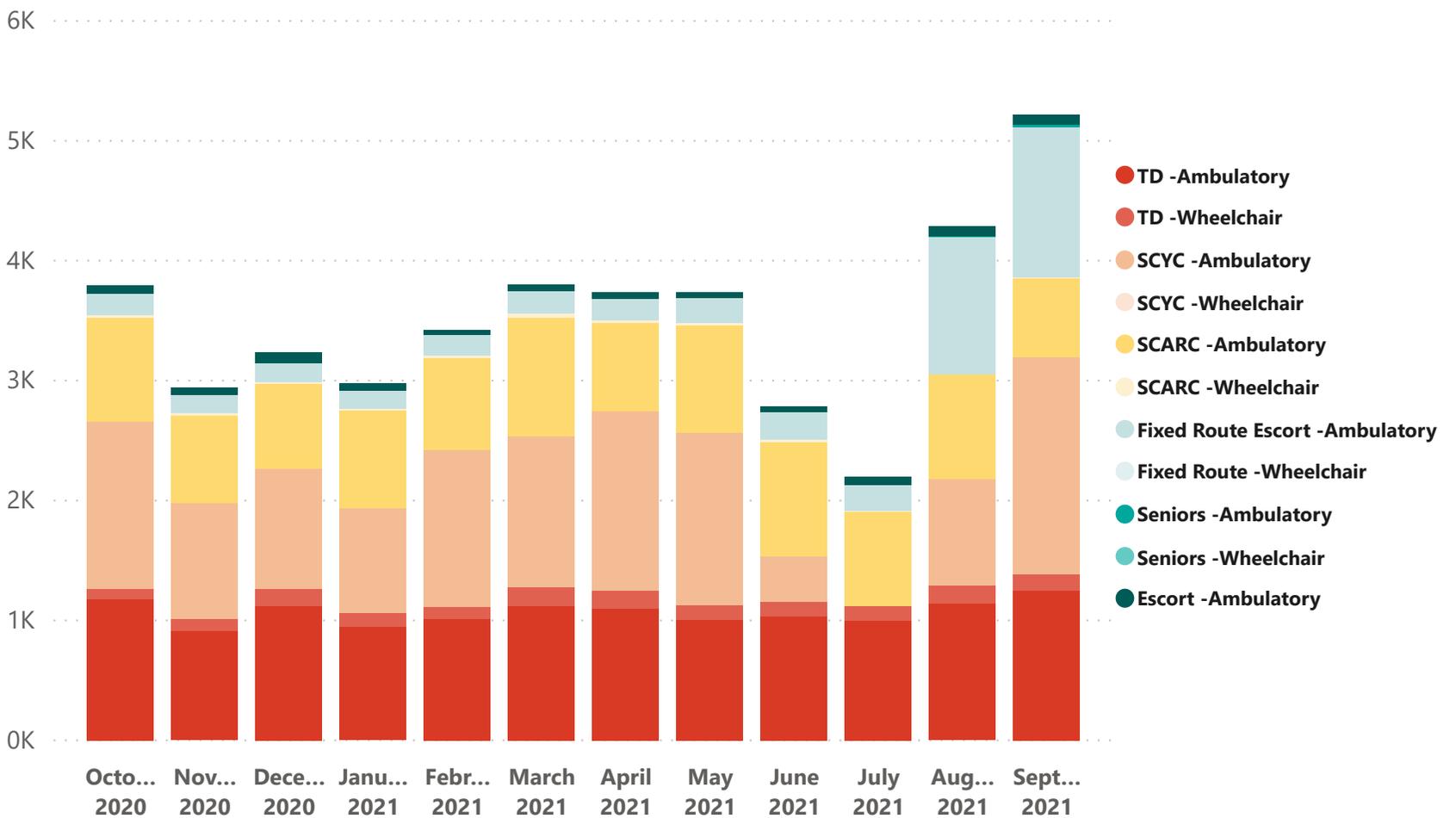
Action/Results: \_\_\_\_\_

ATTACHMENT C:  
SUMTER COUNTY TRANSIT REPORT

## Sumter County Trip Data FY 19-21

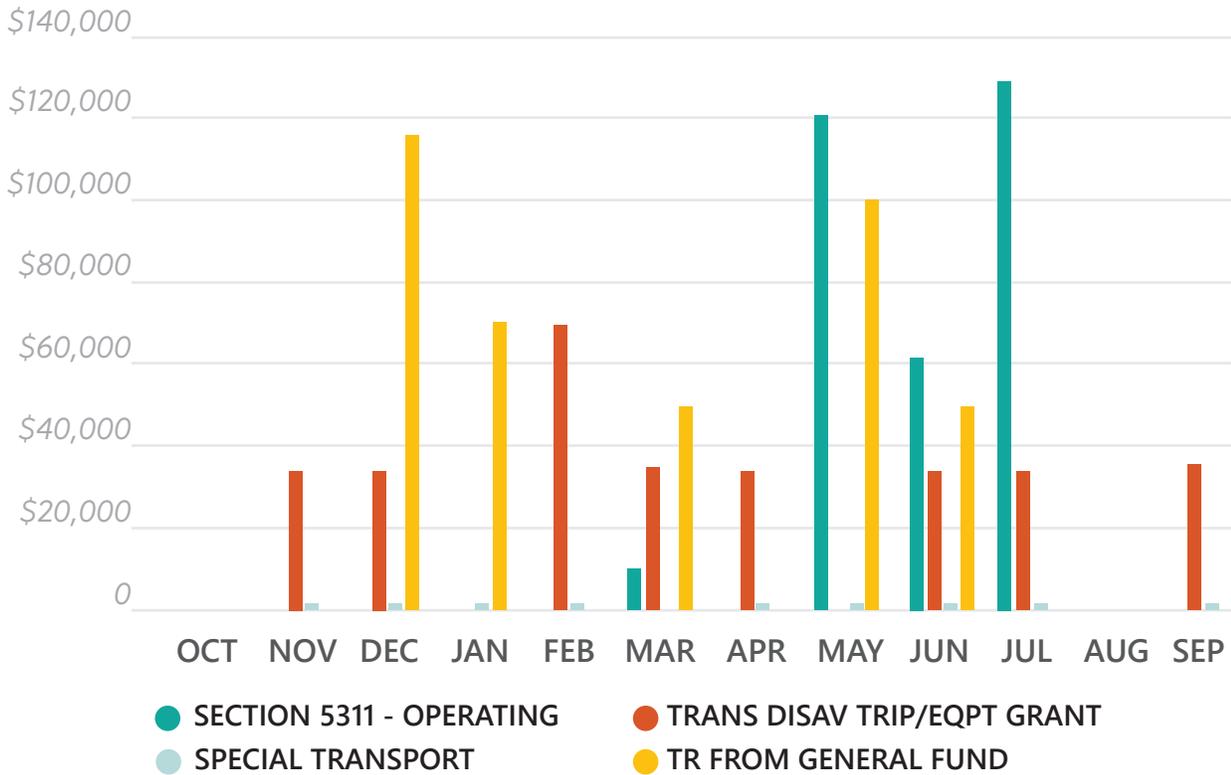


## Sumter County Trip Data FY 20-21

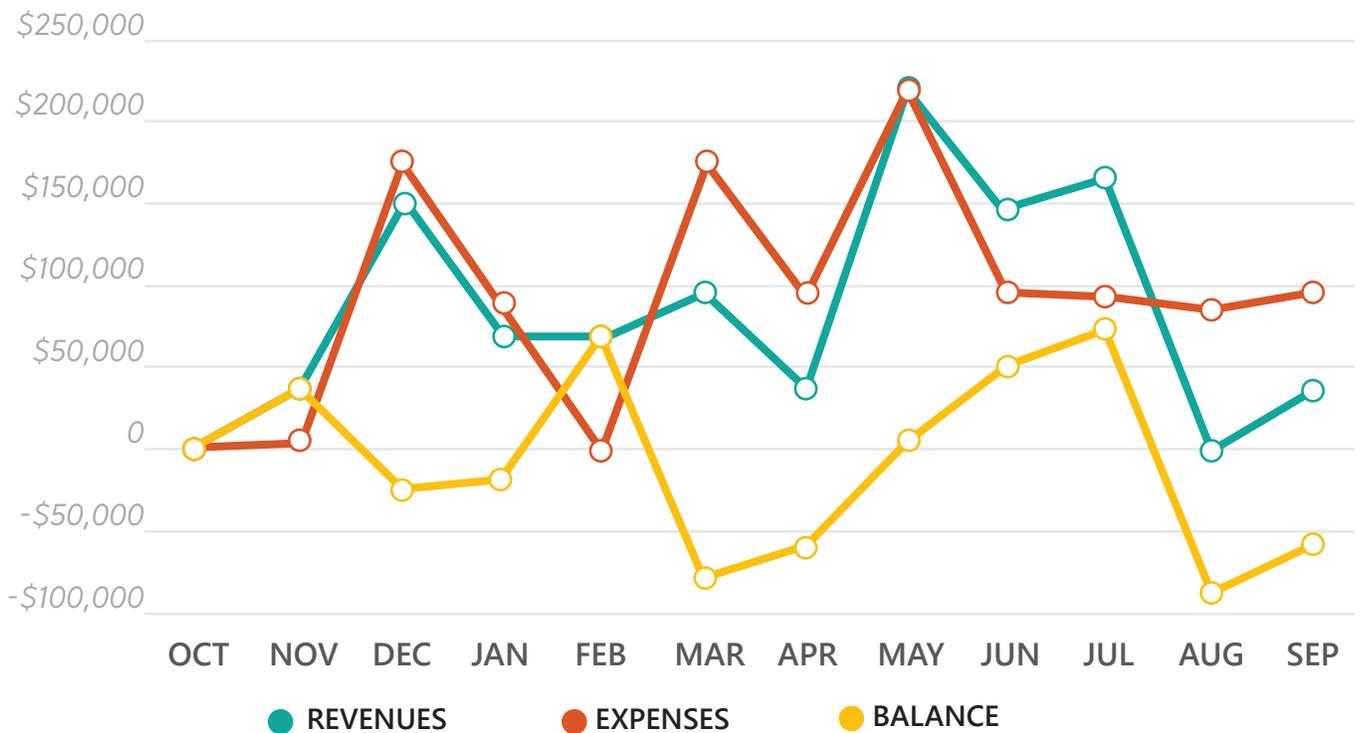


**Sumter County FY 20-21**

**Revenues**



**Sumter County Transit Fund**



ATTACHMENT D:  
MPO QUARTERLY PROGRESS REPORT

**Planning Grant Agreement Tasks  
Quarterly Progress Report**



<b>Planning Agency</b>	Lake~Sumter MPO	<b>County</b>	Sumter
		<b>Invoice #</b>	G1Y72 Q1
<b>Reporting Period</b>	July 1, 2020 - September 30, 2021	<b>Grant #</b>	G1Y72

<b>I</b>	<b>PROGRAM MANAGEMENT</b>	<b>PROGRESS</b>
A.	When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	NA
B.	Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	The MPO activitely seeks to fill vacant Board positions.
C.	Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	MPO staff prepared the August 30, 2021 agenda and supporting material, advertised and hosted the meeting.
D.	Prepare official <b>minutes</b> of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Minutes for the June 7, 2021 TDCB meeting were approved at the Auguust 30, 2021 TDCB meeting and DRAFT minutes for the August 30, 2021 are included in this invoice packet.
E.	Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	NA
F.	Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	The MPO staff and MPO consultants support the TDCB and TDCB meetings.
G.	Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	Bylaws are reviewed and apporved on an annual basis.
H.	Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The TDCB and the Grievance Committee review and provide comments on the Grievance procedures annually.
I.	Provide the Commission with a current <b>membership roster and mailing list</b> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	TDCB Membership list is included in this invoice package.

J.	Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The August 30, 2021 meeting notice is included in this invoice package.
K.	Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the August 30, 2021 TDCB meeting. The signed AOR is included in this invoice package.
L.	Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was reviewed and approved at the August 30, 2021 TDCB meeting and included in this invoice package.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	The MPO and the CTC support the TDCB in their oversight role of the serviced provided in Sumter County.
B.	Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	NA.
C.	Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	ongoing

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with <b>quarterly reports</b> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	Quarterly Progress Reports are included in the TDCB agenda packets.
B.	Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	NA
C.	Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	NA.
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	NA
E.	Provide <b>training</b> for newly-appointed LCB members. (Task 3)	NA
F.	Provide <b>assistance</b> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Ongoing
G.	To the extent feasible, collect and review <b>proposed funding applications</b> involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Ongoing
H.	Ensure the local coordinating board conducts, as a minimum, <b>an annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	The next CTC evaluation will occur during the fourth quarter.

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in <b>joint reviews</b> of the CTC.	As needed
J.	Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	The TDCB reviews the Coordination contracts annually.
K.	Implement recommendations identified in the CTD's <b>QAPE</b> reviews.	As needed

**Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:**

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By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Michael Woods

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Representative

11/1/2021

Date